



## Welcome to Instant Meeting Service

Welcome to your Instant Meeting Service. You now have your very own private virtual meeting place! Instant Meeting Service is convenient and easy to use, offering:

- 24x7x365 availability, with no need for an advance reservation
  - Added security through separate leader and participant six digit passcodes
  - Up to 20 line facility with no monthly subscription fee\*
- \* Subscription must be used at least once in 90 days to remain active

As an Instant Meeting Service subscriber, you are assigned set dial-in numbers and passcodes. When hosting a meeting, simply distribute your number and participant passcode to the attendees and inform them of the date and time of the meeting. (Do not share your leader passcode; it is for your use only.)

## Instant Meeting Service Touch-tone Features

**\*0 - Operator Assistance.** Leaders or participants can press \*0 to contact an operator if they are experiencing technical difficulties during a conference.

**\*1 - Help Menu.** A pre-recorded message is played privately, listing the touch-tone features available to the leader or participant.

**\*2 - Roll Call (in-conference).** The leader may initiate the announcement of the names of all individuals who have joined the conference. All participants will hear the playback.

**\*3 - Private Roll Call.** The leader or participant may initiate the announcement of the names of all individuals who have joined the conference. The playback will be heard only by the leader or participant who has pressed \*3.

**\*4 - Mute All.** The leader may mute/unmute the conference participants on mass. The leader line always remains unmuted.

**\*5 - Conference Continuation.** The leader may specify whether or not the active conference will continue once they hang up. The default setting is for the call to continue once the leader disconnects. To ensure the call ends when you leave, press \*5 to activate this feature, then hang up.

**\*6 - Self Mute/Unmute.** The leader and/or participants may mute/unmute their own line.

**\*7 Lock/Unlock.** The leader may "lock" the conference to prevent any additional participants from joining.

**\*9 - Guest Entry.** The leader can specify how the entry and exit of participants are announced into the active conference: tone, recorded name, or silent. The default setting is 'tone'.

## Instant Meeting Service Web Moderator

With our Instant Meeting Service Web Moderator tool, you can control your Instant Meeting via the Internet. This online tool provides you with the same touch-tone command features, plus the ability to view, manage, and dial out to your participants online, adding an additional level of security to your conference..

To access the Web tool:

- 1) Using your PC and Web browser, access [e-meetings.mci.com](http://e-meetings.mci.com)
- 2) Under Leader Tools, select IM Web Moderator
- 3) Select your country in the Country Box.
- 4) Enter your Instant Meeting Service access telephone number in local dialing format; omit the leading zero.
- 5) Enter the subscription leader passcode.
- 6) Click Login.

### Web Moderator Features

The Web Moderator has a menu bar, toolbar, and a view selection bar that allows conference leaders to perform the functions available to them. There is a status bar at the bottom of the Web Moderator which indicates whether or not the conference is locked or connected.

### Participant Details

You can add a name and other comments to a phone line by simply clicking in the appropriate field under **Name** or **User Defined** and entering the necessary information. You will be prompted to accept the changes depending on how you set your preferences.

- 1) Click on the line to be named from the list.
- 2) The details for the selected line are displayed
- 3) Enter the name to be associated to the line in the Name field.
- 4) If the Recorded Name feature is turned on, Play Name may be clicked and the name associated to the line will be played privately for the leader.
- 5) If necessary, the phone number may be added or revised after the call. The Web Moderator may remain open for Contact List updating.
- 6) Any additional comments/notes about the participants may be entered in the **User Defined** field. Using this field is beneficial if you plan to store more than one phone number for a participant.
- 7) The updated information will be displayed on the participant's line.

### Managing Participants

You have the ability to mute/unmute and disconnect conference participants:

- 1) Click on the participant line in the detail panel and click the Mute or UnMute icon on the toolbar.
- 2) To mute or unmute all participants' lines, click the Mute All or Un Mute All icon on the toolbar. The status of all conference participants will be updated to Talk or Mute. (Note: The conference leader's line is excluded from the Mute All function).
- 3) To disconnect a single participant, click on the participant's line in the detail panel and click the Disconnect icon on the toolbar. A pop up message will display to verify the participant is to be disconnected. Once confirmed, a private message will play for the participant stating their line has been disconnected. The line will be displayed on the Disconnected view on the Navigator.
- 4) To disconnect all participants with the exception of the conference leader, click the Disconnect All toolbar icon. A pop up message will display to verify all participants are to be disconnected. A private message will play for each participant stating their line has been disconnected and all lines will display on the Disconnected view on the Navigator.

### Dialing out to Participants

The Web Moderator allows you to dial out to participants and enter them into your Instant Meeting using the **Dial Out** option from the Conference menu, toolbar, or whilst viewing the Contact List.

- 1) Select Dial Out either from the toolbar, Conference menu or Contact List view
- 2) Enter the participant's details as appropriate, or click the **Lookup Contact** button
- 3) Click **Dial** to initiate the call
- 4) Once the line has been answered, click **Yes** to join the participant to the conference, click **No** if you do not want to enter the line, for example if you reach voicemail.

### Managing Contacts

The **Contact List** allows you to store participant information for individuals that frequently attend your Instant Meetings.

When a saved contact dials into your Instant Meeting from their stored number, their details will be displayed automatically.

You can add contacts manually, or automatically as they dial into your Instant Meeting. In addition you can update, modify or delete contacts as desired. The Contact List is a valuable tool for dial out as well.

### Web Moderator Options

The conference options feature allows you to control the different features of a particular conference whilst not impacting the permanent settings of your Instant Meeting Service subscription. Depending on the selections for the subscription, some conference options may not be available to the leader on a per conference level.

- 1) **Conference Entry/Exit.** You can select an alternative conference entry option – tone, silence, or recorded name—for participants under the Conference menu/Options.
- 2) **Conference Continuation.** The default setting is that the conference continues when the leader hangs up. If you select Auto Continuation for the subscription, you can change the settings using the Conference menu/Options on a per conference level. (Note: If Auto Continuation has not been selected for the subscription, the Conference Continuation option will be disabled).
- 3) **Conference Lock.** Lock and unlock the conference by choosing this option under the Conference menu/Options.
- 4) **End Conference.** By choosing this option from the Conference menu.
- 5) **Help.** Clicking Help from the menu bar will display the Web Moderator Help screen that explains all features of the Instant Meeting Web Moderator. You may also retrieve information about your Instant Meeting subscription under "About".

### Troubleshooting

Instant Meeting Web Moderator uses Java 2 Standard Edition 1.3.1, and may only be accessed using a Java enabled browser, such as Microsoft® Internet Explorer 4.01 or higher or Netscape Navigator 4.06 or higher. Please contact your IT Administrator or Help Desk if in doubt.